

Customer Advisory Board

July 14, 2010

James R. Larson Forum Building Boardroom

605 11th Avenue SE

Olympia, Washington

Recap of June Executive Steering Committee Meeting Regarding Shared Services

Keith Kawamura and Dave Kirk reported that on June 22, 2010, the Executive Steering Committee (ESC) approved the CAB recommendations for shared email and server operations. They also approved the CAB's recommended priorities for shared services implementation: 1. Email, 2. Servers, and 3. Desktop Support.

The ESC agreed on June 22 to adopt a statement regarding shared service cost and service levels. The ESC subsequently adopted the following resolution on July 20: "*The Executive Steering Committee affirms that Washington's effort around information technology shared services is intended to reduce cost, improve service, or both*".

Draft Executive Order: Update

Tony Tortorice provided an update on the draft Executive Order. He indicated that agency comments will be collected and processed by the ESC in July and August. The Governor's Office will draft the Executive Order by the end of August.

Announcements

Rob St. John announced that he will sponsor a shared services initiative with interested agencies to define the policies and practices to operate the new state data center.

Tony and a group of interested CIOs started a disaster recovery (DR) initiative to begin developing key DR capabilities for server infrastructure and critical applications. The group identified a small group of subject matter experts to recommend short term and long term actions to take, including capitalizing on the design and development of infrastructure for the new state data center. Recommendations could result in an enterprise decision package.

Tom Muehleisen, Military Department, announced the start of Virtual USA, a cross-jurisdictional and multi-disciplinary information sharing initiative. Five states (AK, ID, MT, OR, WA) are participating in the Pacific Northwest Pilot with support from Pacific Northwest National Laboratory and Department of Homeland Security. Interested CIOs should contact Tom.

Shared Desktop Support To-Be Service Definition

Ron Seymour presented key recommendations from the three shared desktop support sub groups: virtual desktop infrastructure, traditional desktop support, and help desk. The CIO briefing paper is posted on the CAB website under the July 14 meeting.

CIOs acknowledged the hard work of the sub groups and that the

recommendations addressed the right subject areas. The CAB asked the team to present the next level of detail behind the recommendations at a subsequent meeting. In most cases, this involves implementing the next step for each recommendation.

**DIS Projects related to the
State Data Center and
Shared Services**

Jim Albert presented a list of projects within DIS related to the state data center and shared services. The briefing material for this presentation is posted on the CAB web site under the July 14 meeting.

**Lean IT
Presentation**

Ernie Hood, CIO/VP of Group Health Cooperative, presented his successful efforts to streamline IT processes and services in their part of the health care industry. The presentation is posted on the CAB web site under the July 14 meeting.

**Next Meeting:
August 11, 2010
1:30 to 3:30**